

WHAT IS CLAIMED IS

1. A building group management service support method
for managing facilities composed of a plurality of
maintenance subjects using a computer system by a
5 facility manager entrusted with operations of a plurality
of maintenance companies for executing maintenance for
each of said maintenance subjects for said facilities
from a facility owner having said facilities, and said
computer system is connected to a facility owner terminal
10 and a facility manager terminal via a network, and

said facility manager terminal extracts maintenance
service characteristics of each of said maintenance
companies, decides combinations of maintenance companies
having same said service characteristics of all said
15 maintenance subjects as maintenance plans, decides
evaluation for operations of said facilities as facility
operation evaluation on the basis of maintenance
information including a fault time or fault contents
output from said facilities, and indicates said plurality
20 of maintenance plans and said facility operation
evaluation on said facility owner terminal, and

said facility owner terminal selects a maintenance
plan entrusted with management from said plurality of
maintenance plans and notifies said facility manager
25 terminal of said maintenance plan.

2. A building group management service support method
according to Claim 1, wherein said computer system
includes a facility user terminal connected via said

network and said facility manager terminal requests a user questionnaire for entering a degree of use satisfaction to a facility user using said facilities, decides an analytical result of said user questionnaire as user evaluation, and when said maintenance plan and said facility operation evaluation are to be indicated on said facility owner terminal, indicates said user evaluation.

3. A building group management service support device for buildings for managing facilities composed of a plurality of maintenance subjects using a computer system by a facility manager by trust with operations of a plurality of maintenance companies for executing maintenance for each of said maintenance subjects for said facilities from a facility owner having said facilities, wherein said computer system is connected to a facility owner terminal and a facility manager terminal via a network, and

said facility manager terminal has a maintenance service combination display unit for displaying, from a result of extraction of maintenance service characteristics of each of said maintenance companies, a result of decision as a combination of maintenance companies having same said service characteristics of all said maintenance subjects and a facility operation evaluation display unit for displaying evaluation decided for said facility operation on the basis of maintenance information including a fault time or fault contents

output from said facilities, and

said facility owner terminal has a maintenance plan selection unit for selecting a maintenance plan prepared as a combination of maintenance companies by said facility manager.

4. A building group management service support device according to Claim 3, wherein said facility owner terminal has a user evaluation display unit for requesting a user questionnaire for entering a degree of use satisfaction to a facility user using said facilities, deciding an analytical result of said user questionnaire as user evaluation, and displaying said user evaluation.

5. A building group management service support system, wherein input/output data in said maintenance service combination display unit, or said facility operation evaluation display unit, or said user evaluation display unit, or said maintenance plan selection unit which are described in Claim 3 or 4 is registered in a server connected to said network and

said facility manager terminal, or said facility owner terminal, or said maintenance company terminal, or said facility user terminal refers to said input/output data via said network.

6. A computer program storage medium which is a program storage medium for storing a computer program capable of being read by a computer stores a program code of said device or said system described in Claim 3, or 4, or 5.

7. aid facility operation evaluation or said user evaluation is executed by a terminal of an evaluation company which is a third person independently of said facility manager or said maintenance companies.

5 8. A building group management service support system having a computer, wherein said computer has conversion means for converting first condition data of a predetermined number of parameters for indicating an input operation condition of building facilities and
10 service characteristics to second condition data that said number of parameters is reduced by holding said characteristics of said operation condition represented by said data and calculation means for outputting, when an indicated value is input by a parameter of said second
15 condition data, information for identifying a facility having said second condition data closest to said indicated value.

9. A building group management service support system, comprising:

20 a computer,
 means for generating first condition data of a predetermined number of parameters for indicating an evaluation condition of facilities of a building on the basis of data of questionnaire results for users of said
25 building facilities,

 means for converting said first condition data to second condition data that said number of parameters is reduced by holding characteristics of said evaluation

condition represented by said first condition data, and
means for calculating and outputting information for
identifying a facility having said second condition data
when an indicated value is input by a parameter of said
5 second condition data.

10. A building group management service support
system according to Claim 8 or 9, wherein as a range for
promising management of said first condition data, an
upper limit value and a lower limit value are preset and
a present value, said lower limit value, and said upper
10 limit value of said first condition data are output.

11. A building group management service support
method for planning repair work of a plurality of
buildings for which a repair time and a repair cost of
15 next repairs of said buildings, a life of repairs
indicating a time up to successive repairs, and a
building estimated value indicating an economical value
of said buildings are estimated using a computer,
wherein:

20 said computer calculates a variation of said repair
cost when said repair time is to be changed within a
predetermined time on the basis of said life of repairs
and said building estimated value and changes said repair
time so as to minimize a total of said repair cost of
25 said plurality of buildings and said variation.

12. A building group management service support
method according to Claim 11, wherein in said next
repairs, a same construction method and same materials

are set to be used for repairs of said plurality of buildings and a repair time after said successive repairs is planned to generate in a same cycle.

13. A building group management service support system according to Claim 11, wherein said system is a computer system and when said repair time, said repair cost, said life of repairs, and said building evaluated value of said plurality of buildings are input by an input device, said repair time for each building is synchronized and a value changed to a most suitable repair time is output from an output device.